

Max Trainer M5: Why are the heart rate sensors not working?

ID: 11032.1

Follow this troubleshooting guide to help resolve issues involving the heart rate sensor contact plates on the Max Trainer M5. You can troubleshoot accessory heart rate monitor issues by visiting [Max Trainer M5: I'm having issues with my heart rate strap or monitor](#).

Some common complaints may include:

- Heart rate does not register
- Heart rate is erratic or intermittent

Follow these steps to troubleshoot the issue

1. Ensure your hands are centered on the heart rate sensors with equal pressure. Try to move as little as possible without touching the metal frame [\[11032.A\]](#).
2. Your heart rate may spike at a high rate when initially touching the contact plates. This is normal and will level out after a couple minutes. Try to keep your hands still during this time [\[11032.B\]](#).
3. If you need a quicker heart rate reading, a heart rate chest strap monitor may be a better option. If you do not have one already, you can [order a Heart Rate Chest Strap](#) (see [Heart Rate Monitor Compatibility by Model](#)) [\[11032.C\]](#)
4. Dry or heavily calloused hands may need a heart rate cream to make better contact. **Buh-Bump Heart Rate Cream** is a recommended cream to use and can be found at various retailers online [\[11032.D\]](#).
5. If the issue persists, [order an Upper Mast Assembly](#) [\[11032.E\]](#).

Need to order replacement parts?

1 Customer Care Contact Information

Please contact Customer Care at 1-800-605-3369 for additional help or to order replacement parts. Some replacement parts may also be available for purchase [online here](#). A list of part numbers referenced within this guide can be located at the bottom of this page.

Customer Care - Hours of Operation:

Monday - Friday 6:00am - 5:00pm PST

The replacement part will be provided to you at no cost assuming your machine meets the warranty eligibility requirements. A Customer Care Agent will be able to assess your current warranty eligibility and provide you with your options. Please note that if you did not purchase your machine directly from BowFlex, Schwinn, or Nautilus, we will need a copy of your purchase receipt in order to register your machine for warranty.

2 Parts Reference Table

<i>Part Description</i>	<i>Part SKU</i>
Heart Rate Chest Strap	8011909
Upper Mast Assembly	8002511

3 Contact Tech Team / Advanced Troubleshooting

If the issue was not resolved in the steps listed, contact the Tech Team or send an Advanced Troubleshooting case.

Submit a Case with case type Advanced Troubleshooting